

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:)	
)	
Robert E. Wollan et al.)	Group Art Unit: 3624
)	
Application No.: 10/811,439)	Examiner: Brandi P. Parker
)	
Filed: March 26, 2004)	
)	
For:: ENHANCING INSIGHT-DRIVEN)	Confirmation No.: 1477
CUSTOMER INTERACTIONS)	

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

EXTENSION OF TIME

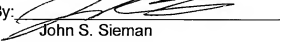
Applicant petitions for a one month extension of time to file a reply to the
Office Action of February 4, 2010. A fee of \$130.00 is enclosed.

Please grant any additional extensions of time required to enter the
attached reply and charge any additional required fees to Deposit Account 06-0916.

Respectfully submitted,

FINNEGAN, HENDERSON, FARABOW,
GARRETT & DUNNER, L.L.P.

Dated: June 3, 2010

By: 
John S. Sieman
Reg. No. 61,064
Phone: 202-408-4000
Fax: 202-408-4400
Email: john.sieman@finnegan.com